

RECEPTIONIST/FINANCE CLERK - 1012

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs responsible clerical work providing assistance to the public and the finance department, receiving and routing calls to proper person; and does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Serving as central office telephone operator and receptionist; processing mail; maintain parking records, entering finance information; preparing and maintaining files and records.
Answers switchboard placing incoming calls to various offices and connecting long-distance calls;
Receives and records messages; provides basic information to callers;
Enters and processes customer complaint information;
Acts as receptionist; greets visitors and provides directions;
Receives sorts, distributes and collects mail; posts mail;
Enters mail payments into computer system; balances and updates mail payments;
Enters basic vendor information on invoices,
Assigns parking permits and maintains records,
Performs basic typing and filing duties;
Makes copies of documents;
Stuffs envelopes; places address labels on envelopes;
Prepares and maintains various files and records;
Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of standard office procedures; general knowledge of the operation of the switchboard; some knowledge of operations of the assigned department; ability to speak clearly, understand and follow written and oral directions; ability to operate personal computer and standard office equipment; ability to type accurately and at a reasonable rate of speed.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and some clerical/office experience.